

# Equip workers to reskill and adapt quickly

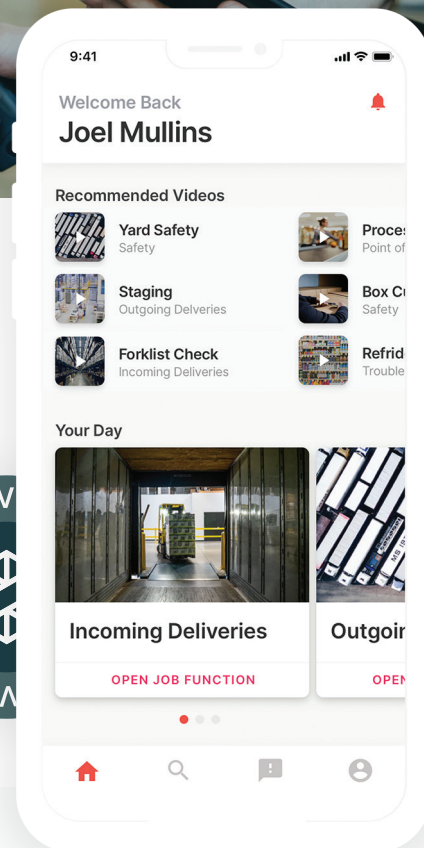
Compete at the new pace of retail during COVID-19.

## THE CHALLENGE

### Why reskilling is an urgent need for retailers

In retail, a distribution center facilitates the fast delivery of large and bulky items and typically has 100 associates on staff. COVID has affected operations and they need their frontline to adapt quickly to new protocols as health guidelines shift or supply chain demands increase.

But it can take six weeks to release new training, making it impossible for workers to swap roles when staff are absent. DCs often over staff by 40% just to cover absenteeism and turnover, and their frontline's inability to adapt. On top of that, supervisors on the floor are pressured to make time for training.



## THE CHALLENGE

### What's getting in the way of rapid reskilling?



#### Weeks-long delays

Outdated learning management systems aren't agile enough to accommodate sudden changes and rollouts of new procedures.



#### Long, overwhelming manuals

Searching through binders of information is time-consuming and takes associates out of the flow of work, discouraging retention.



#### No way to swap roles

When a worker calls in sick or takes vacation, their co-workers have no access to new task guidance. DCs over staff by 40% just to cover absenteeism and turnover.



#### Limited communication

There's often no easy or simple way for your front-line to complete surveys or give management feedback.

## THE SOLUTION

### Smart Access



#### Open lines of communication with leaders

Should workers have concerns or feedback about COVID-19 protocols, they can directly reach their leaders and peers.



#### Deploy new knowledge, in just days

In customer service or supply chain, relay new tasks and role guidance to reassign staff to different roles



#### Micro-learning in the flow of work

With short videos and easy-to-digest content tailored to their skill level, workers are supported to learn on the go.



#### Quickly customize new materials

Use the Smart Access platform to prepare and distribute new action-ready task guidance.

## THE SOLUTION

### Smart Access ROI

#### 85% Faster delivery of new training

As soon as protocols shift or supply chain demands increase, learning learners can send new knowledge directly to the frontline in days, not weeks.

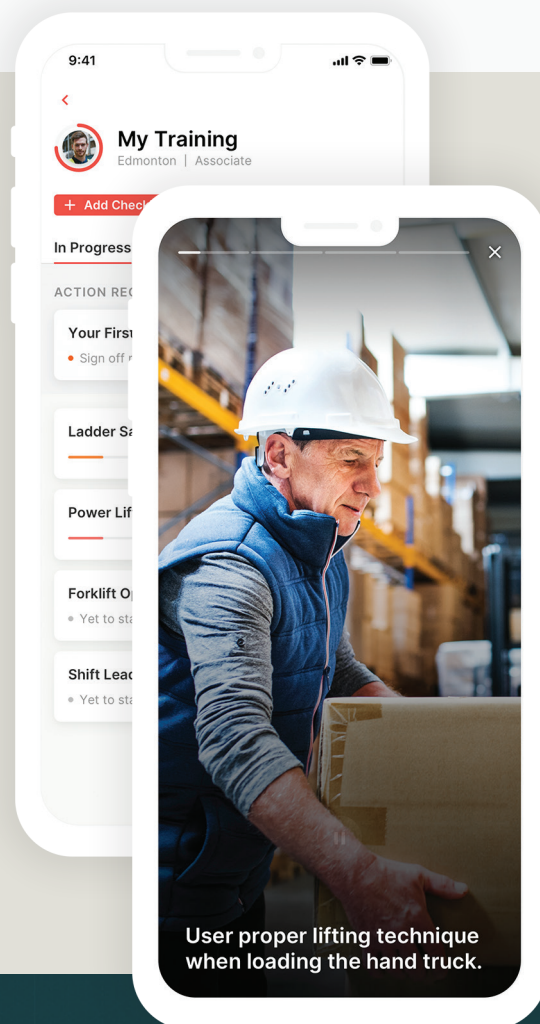
#### 50% Reduction in communication costs

Never run another training session again when protocols shift or roles change. Direct communication in the app gives access to knowledge on the store or warehouse floor, where retention is the highest.

#### 5% Reduction in downtime

Build an adaptive, productive workforce who can learn in the flow of work with task-oriented guidance and stop over staffing in the case of absences

*Numbers reflect 25 retail locations, supported by one retail distribution center with 100 employees.*



**Adapt faster with Smart Access.**  
**We can get your pilot up and running in just 30 business days.**

*"With Smart Access, it took us just 10 days to deploy a new course vs. 30 days with our typical process." — Learning Leader*



Smart Access

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